Hectors House Nursery
Day Care of Children
Centre 1, Queensway House
Stewartfield Way
East Kilbride
Glasgow
G79 1AA
Telephone: 01355 275892

Inspected by: Kara Doonan
Lynn Clements
Type of inspection: Unannounced
Inspection completed on: 11 January 2013
Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Environment</td>
<td>4</td>
<td>Good</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>4</td>
<td>Good</td>
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What the service does well

We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of the care and support provided. The evidence presented confirmed the service had maintained a very good quality performance in this area.

We considered how the service gathered information about all the children and how they involved all the parents/carers and children in the planning of children’s individual care. We found that the service had gathered information on the children and used this to plan individual children’s care and support.

We considered how children’s health and wellbeing needs are met. We found evidence to support the service promoted healthy living and recognised the importance of this for young children and their families.

We found the staff were a key strength in the service; they were motivated, eager and committed to providing a quality service. There was a drive to move the service forward. The management team had a good awareness of the staff’s skills, achievements and areas of development.

What the service could do better

Children had individual records showing how the service planned to meet the children’s needs. We discussed children’s personal plans and guided management
and staff to the regulations relating to these. The management agreed to take account of the regulations and will now develop the individual records to ensure it meets requirements.

The provider must ensure that the service premises are fit for purpose and maintained to a standard appropriate for the care service. This includes finding the source of the fly infestation and removing it reducing the risk of cross infection.

Management should source guidance about the use of blue shoe covers and ensure that staff operate within best practice and reduce the risk of cross infection.

Management should ensure that the wooden bridge is replaced or repaired to enable children to access all areas of the rear garden.

Management should ensure that bins in place reduce the risk of cross infection.

What the service has done since the last inspection

Since the last in inspection the service had continued to provide a very good quality child care service. The service had addressed the two recommendations made at the last inspection.

Conclusion

The service is provided from within a welcoming and stimulating environment by caring and professional adults. The service routine and ethos promotes a quality environment for children to learning and develop.

Who did this inspection

Kara Doonan
Lynn Clements
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.
- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ('the Act'), or a condition of registration. Where there are breaches of the regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The service is registered to provide a Care Service to a maximum of 59 children:-
15 children 0 to under 2 years
20 children 2 to under 3 years
24 children 3 years and over.

The hours of operation are 7.45am to 6.00pm Monday to Friday throughout the year.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good
Quality of Environment - Grade 4 - Good
Quality of Staffing - Grade 5 - Very Good
Quality of Management and Leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out
In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection
This report was written following an inspection by Social Care and Social Work Improvement Scotland Inspectors Kara Doonan and Lynn Clements. The inspection was unannounced on 11 January 2013 between 8:00am and 2:20pm. As requested by us the service sent us a self assessment form and annual return.

We issued 30 questionnaires to relatives or carers of children who use the service. Sixteen questionnaires had been returned before the inspection.

In this service we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:
* accident and incident records
* medication records
* children’s records
* evaluations
* minute of staff meetings
* registration certificate.

The SCSWIS Inspectors spoke with the Service Manager, Seniors, Early Years Practitioners and Quality Assurance Officer. Further evidence was gathered through the Inspector observing care practice and talking to the children and parent/carers.

Grading the service against quality themes and statements
We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection
Inspection Focus Areas (IFAs)
In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues
We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawsScotland.org
What the service has done to meet any recommendations we made at our last inspection

1. It is recommended that the provider develops a system which monitors and evidence that their current recruitment procedures are being consistently applied. Outcome: a satisfactory action plan was received which stated the action Bright Horizons will be taking to meet this recommendation.

2. Children should be fully encouraged and provided with opportunities to contribute to the nursery’s shopping for snack foods. Progress: the service had complete consultations about snacks and taken on board suggestions. Outcome: sufficient evidence had been provided to support this as being addressed.

The annual return
Every year all care services must complete an ‘annual return’ form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment
Every year all care services must complete a ‘self assessment’ form telling us how their service is performing. We check to make sure this assessment is accurate.
We received a completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

Taking the views of people using the care service into account
On the days of the inspection the children were observed to be taking part in indoor and outdoor activities. The children that spoke with the Inspector gave positive feedback.

The children were confident explaining about what they get to do at nursery and what they enjoyed.
Taking carers’ views into account

We sent out 30 questionnaires and 16 were completed and returned to us before our inspection. When we asked about the overall quality of the services their relative or friend receives in this service:

* 15 people indicated they strongly agreed and 1 person indicated they agreed that they had been involved in developing the service.
* 15 people indicated they strongly agreed and 1 person indicated they agreed they were happy with the quality of the service.
* 16 people indicated they strongly agreed that the environment is safe, secure, smoke free, pleasant and stimulating.
* 10 people indicated that they strongly agreed, 4 people indicated they agreed and 2 people indicated it was not applicable that staffs ask their child’s views about activities and planning.
* 16 people indicated that they strongly agreed that they had confidence in staffs skills and experience.

Comments included:
‘Fantastic nursery, highly recommended. No faults. Staff are great.’

‘I am very happy and satisfied with my child’s progress since attending Hectors House. All of the staff are very approachable and friendly at all times. They make my child feel special and they are relaxed and enjoy attending nursery. The staff keep me updated at all times.’

‘We love the environment staff have managed to create at Hectors House - staff and other children are like our child’s extended family! - children are always happy and engaged in activities when we drop them off and pick them up. Hugely impressed by staff initiative and commitment to continuous improvement and feedback. Growing reader’s initiative has been particularly popular with our toddlers. Generally staff have been fantastic at keeping us informed of our child’s progress and acting on any requests we have made. We couldn’t be happier with the care!!’

‘I am entirely at ease sending my child to Hectors House Nursery. The centre is extremely well run by caring and compassionate staff, who do everything in their power to make my children’s learning experience a great one.’

‘This is a great nursery with friendly and caring staff. The environment is very stimulating for children and encourages them to try new things and become more confident with the activities they enjoy.’

‘The staff update me on a daily basis with my child by conversation and daily diary. The nursery involves my family in the development of the support. The nursery demonstrates that they are child centred and this makes us all happy a great nursery.'
My children get the balance of having fun and education.

'Cannot fault the service at Hectors House and all of the staff are very knowledgeable and friendly.'

'I am very pleased about the childcare that I receive from Hectors House Nursery. I am confident in the staff and feel relaxed knowing that my child is being well looked after. My child’s learning and development is well supported by the nursery. The staff are a credit to Bright Horizons.'

'The care and dedication from the staff is exceptional. The staff use their own time/resources to ensure the children are receiving and additional motivation they require.'

'Hectors House is a truly wonderful nursery. The staff are always welcoming to my child and myself. There have been occasional times that following a concern I feel that the follow up/feedback has not been as clear as it maybe should have. This is a small concern for me but not crucial.'

Additional parental/carer feedback gathered during the inspection indicated that staff were very helpful and supportive. The parents/carers that spoke with the Inspector confirmed; being involved in their child’s personal planning and in having regular discussions with staff about their child’s progress and development. All parents/carers indicated they were very happy with the service their child received. Parents/carers informed us that their children were happy and enjoyed attending the nursery.
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths
We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of the care and support provided. The evidence presented confirmed the service had maintained a very good quality performance in this area.

As part of the Bright Horizon nursery organisation the service had been included in a variety of the evaluations. This included the annual parent’s satisfaction survey. This included feedback on:

- children’s learning and development
- the ability of staff to respond to their child’s needs
- the service’s approach to behaviour management
- transitions within the nursery.

The results of the surveys are collated and provided each service with their ratings and how they performed compared to the other Bright Horizon services. These outcomes were shared with staff and parents/carers. The results for 2012 for this service indicated that majority of the parents/carers using this service were very satisfied with the service they received.

The service had completed an evaluation of the children’s transitions within the nursery. This included feedback from children and parents/carers on how the service supported them during moves between playrooms for example, from baby room to the older children’s playroom. The outcome of this led the service to increase the information provided to parents/carers and increased settling in visits for the children.
Within the daily routine, planning and learning topics the service had systems in place to encourage children to make decisions and become involved in planning their daily play experiences. This included children:

- choosing the foods being provided for snacks
- choosing learning topics and daily activities
- where they wanted to play
- children’s ECO committee
- creating play areas.

Other methods had been used by the service such as questionnaires to gather feedback on staff, environment and management and leadership. The service actively encouraged both children and parents/carers to become involved in the assessment and improvement of the service.

Of the sixteen Care Standards Questionnaires (CSQ) returned to the Care Inspectorate all of the people indicated they strongly agreed or agreed that they had been involved in developing the service. Written comments included:

'Hugely impressed by staff initiative and commitment to continuous improvement and feedback. Growing reader’s initiative has been particularly popular with our toddlers. Generally staff have been fantastic at keeping us informed of our child’s progress and acting on any requests we have made. We couldn’t be happier with the care!!'

'I am entirely at ease sending my child to Hectors House Nursery. The centre is extremely well run by caring and compassionate staff, who do everything in their power to make my children’s learning experience a great one.'

'The staff update me on a daily basis with my child by conversation and daily diary. The nursery demonstrates that they are child centred and this makes us all happy a great nursery. My children get the balance of having fun and education.'

We considered how the service gathered information about all the children and how they involved all the parents/carers and children in the planning of children’s individual care. We found that the service had gathered information on the children and used this effectively to plan individual children’s care and support.

Daily staff talked to parent/carers. Parents/carers were welcomed into the service invited to open days and meetings. As a result staff were kept informed of children’s needs and parents/carers were updated about their children’s progress and together planned the next steps to support the children.

We found staff had a very good understanding and knowledge about the children in
their care. Staff gave confident examples of planning to meet individual children’s needs and interests.

Of the sixteen Care Standards Questionnaires (CSQ) returned to the Care Inspectorate all persons indicated they strongly agreed or agreed that the staff worked with them and their children to develop individual education and support programmes. Written comments included:

‘This is a great nursery with friendly and caring staff. The environment is very stimulating for children and encourages them to try new things and become more confident with the activities they enjoy.’

‘I am very pleased about the childcare that I receive from Hectors House Nursery. I am confident in the staff and feel relaxed knowing that my child is being well looked after. My child’s learning and development is well supported by the nursery. The staff are a credit to Bright Horizons.’

Additional parental/carer feedback gathered during the inspection indicated that staff were very helpful and supportive. The parents/carers that spoke with the inspector confirmed; being involved in their child’s personal planning and in having regular discussions with staff about their child’s progress and development.

**Areas for improvement**

Children had individual records showing how the service planned to meet the children’s needs. We discussed children’s personal plans and guided management and staff to the regulations relating to these. The management agreed to take account of the regulations and will now develop the individual records to ensure it meets requirements.

The service should consider how they can include more child and parental input into the children’s personal learning plans. Also consider how they can demonstrate when children progress in areas identified for further learning and development.

After reviewing all the evidence we concluded that the service had used methods that resulted in parental/carer and children involvement which influenced the care and support being provided. We have graded the service a (5) very good for this statement.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

**Statement 3**

We ensure that service users’ health and wellbeing needs are met.
Service strengths

We considered how children’s health and wellbeing needs are met. We found evidence to support the service promoted healthy living and recognised the importance of this for young children and their families.

Outdoor play, exercise and active play happened regularly and during the inspection children accessed the rear garden area and were taking part in outdoor activities. All children had access to the outdoor play areas directly from the designated playrooms.

The service provided daily snacks, parents provided lunches. Healthy eating was promoted and we observed children enjoy a variety of healthy snacks. Staff made sure that they provided snacks which were suitable for all children taken account of dietary needs.

We heard staff talking to children in a kind and gentle way. We found staff used positive language, showed children respect, encouraged children to try new and challenging activities and made good use of praise and recognition of achievements. Their achievements were celebrated and children could see their contributions to their learning and service.

Children were motivated, confident and keen to learn. Children were well behaved and polite. We saw staff ask children for ideas about activities and saw that children were not restricted in their play. A range of activities and equipment was available for the children to support their varying needs.

The daily routine provided children with various learning opportunities and the children knew the routine well. Children were found to be actively involved in play throughout the inspection.

The service had put in place systems to work with parents/carers to support individual children’s needs such as challenging behaviours.

We concluded that systems were in place and the routine meant that staff ensured that children’s health and wellbeing needs were met. We saw that children’s personal care was embedded into the routine and did not disrupt the children’s play.

Parents/carers informed us that they were able to talk to staff on request and that if any issues arose that they were confident support would be given. As a result parents/carers felt very involved and informed about their children’s needs and development.

Of the sixteen Care Standards Questionnaires (CSQ) returned to the Care Inspectorate all indicated they strongly agreed or agreed that their child had regular access to
outdoor play and fresh air and that the service provides a healthy and well balanced diet for the children.

Areas for improvement
Parents provided the children’s lunches. As the nursery had achieved gold health promotion status and we felt they could do more to encourage healthier choices.

Children celebrate their birthdays within the service. They do so by bringing in a birthday cake and dancing. We were informed that children did not get to eat the cake in nursery but were given a piece to take home. We were informed this was due to possible allergies and healthy eating policies. We discussed with staff and management that they may wish to consider how young children may view this procedure.

After reviewing all the evidence we concluded that the service had used methods that ensured service users’ health and wellbeing needs are met.

We graded the service a (5) very good for this statement.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths
We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of the service environment. The evidence presented confirmed the service had maintained a very good quality performance in this area.

Children had been involved in this area by:
- choosing and purchasing of new toys
- planning and creating play areas linked to their learning choices
- staff making changes to playroom and resources in response to observing children at play and evaluations of play areas and activities
- eco children’s committee
- pictorial environment review.

The older children were starting to risk assess the playroom and resources. The service had introduced Bright Horizons ‘Red Dot’ programme which raises children’s awareness of risk and how to reduce the hazards around them.

The staff working with children created an environment which stimulated, interested and supported children’s needs. They did this in response to children’s feedback, observations of them using the space and resources and to support their individual needs.

Parents/carers were given the opportunity to comment about the environment for example through questions and daily discussions.

Areas for improvement
The children did not access the toilets without adult supervision. The staff should consider how they could work with the children and parents/carers to improve this. Changes in this could result in children becoming more independent and taking more responsibilities for their own personal care.
After reviewing all the evidence we concluded that the service had used methods that resulted in parental/carer and children involvement which influenced the quality of the environment. We graded the service a (5) very good for this statement.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0

Statement 2
We make sure that the environment is safe and service users are protected.

Service strengths
We considered how safe the environment was for the children and how they were protected. We found that children had access to secured playrooms, outside areas and toilet and cloakroom facilities.

The areas accessed by the children and staff were found to be clean and tidy. The toys available were well maintained and fit for purpose.

The children’s toilets were found to have appropriate hand washing materials such as liquid soap, warm water, and disposable hand towels.

The service had annual maintenance in place such as testing completed on electrical equipment.

We saw that areas accessed by the children were smoke free and had appropriate heating, lighting and ventilation.

The furnishings and layout were appropriate for the children. Children accessed all play areas in the premises easily. The children were comfortable in the playrooms. There was suitable space to allow the children to take part in physical and active play.

Children were encouraged to tidy up after themselves and care for the premises.

Risk assessments were completed regularly by staff. Policies and procedures were in place and applied by staff including emergency procedures, risk assessment and infection control.

Of the 16 Care Standards Questionnaires (CSQ) returned to the Care Inspectorate all indicated they agreed the service is safe, secure, smoke free, pleasant and stimulating. Comments received included:

'We love the environment staff have managed to create at Hectors House - staff and other children are like our child’s extended family! - children are always happy and
engaged in activities when we drop them off and pick them up.

‘This is a great nursery with friendly and caring staff. The environment is very stimulating for children and encourages them to try new things and become more confident with the activities they enjoy.’

Areas for improvement

We looked around the nursery premises and saw flies in the 2-5 room snack area, in the baby room, the baby changing area, the kitchen and the office. Staff told us this issue had persisted for sometime. The Manager told us that the problem had been ongoing and was recently fixed but the flies had returned. Documentation kept by the Manager showed that this issue had been reported. While the environment appeared clean and food was covered we saw flies land on surfaces and equipment accessed and used by the children. We examined documentation and it demonstrated that this problem had been reported seven times since August 2012 and action had been taken twice. Management and staff had yet to carry out risk assessments or put in place traps or devices to help ease the problem. We have made a requirement about this, see requirement one.

We saw that ‘blue shoe’ covers were provided to adults who entered the baby room. We recommend that staff source current guidance about this and operate to best practice, see recommendation one.

The children really enjoyed outdoor play. They had access to many areas. We saw staff carry out a check of the garden to ensure the area was safe for the children to use. Staff and management told us the wooden foot bridge was very slippy and dangerous to walk on. This resulted in the area accessible by bridge being out of bounds for the children. They told us that the bridge had been like this for sometime, it had been coated with a non slip surface but the problem had persisted. We recommend that the Manager ensures that this area is safe for children to use, see recommendation two.

We found that the garden check list did not include the wooden bridge we have advised staff about this.

The bins in some areas of the premises could not be foot operated and some did not have lids, see recommendation three.

After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have an adequate performance in relation to this quality statement. We have graded this statement (3) adequate.
Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 3

Requirements

1. The provider must ensure that the service premises are fit for purpose and maintained to a standard appropriate for the care service. This includes finding the source of the fly infestation and removing it reducing the risk of cross infection. This is in order to comply with SS1 2011, 210 Regulation 10 - fitness of premises

   Timescale - by March 31 2013.

Recommendations

1. Management should source guidance about the use of blue shoe covers and ensure that staff operate within best practice and reduce the risk of cross infection. National Care Standards for early education and childcare up to the age of 16, Standard 2 - A safe environment.

2. Management should ensure that the wooden bridge is replaced or repaired to enable children to access all areas of the rear garden. National Care Standards for early education and childcare up to the age of 16, Standard 2 - A safe environment.

3. Management should ensure that bins in place reduce the risk of cross infection. National Care Standards for early education and childcare up to the age of 16, Standard 2 - A safe environment.
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths
We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of staffing within the service. The evidence presented confirmed the service had maintained a very good quality performance in this area.

The staff evaluated their practice and made changes where areas for improvements were identified. They discussed how they welcomed feedback from parents/carer and any comments received would be taken on board.

The service had gathered parental/carer and child feedback in relation to staffing using questionnaires and evaluation forms. This included feedback on supporting children through transitions, support given during settling in period and the benefits of the key worker system. Feedback was positive.

Parents/carers were given the opportunity to nominate staff for Bright Horizons awards.

The staff team were confident reflecting on their practice. They listened and responded to feedback and were very driven to ensure they provided a quality service.

Areas for improvement
The service planned to further develop this area through using parental workshops.

After reviewing all the evidence we concluded that the service had used methods that resulted in parental/carers and children involvement which influenced the quality of staffing. We have graded the service a (5) very good for this statement.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0
Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We considered how professional, trained and motivated the staff were and observed their practice.

We found the staff were a key strength in the service; they were motivated, eager and committed to providing a quality service. There was a drive to move the service forward. The management team had a good awareness of the staffs skills, achievements and areas of development.

We observed staff practice and found that staff were helpful and approachable and cared for the children present. Adult child ratios were maintained.

Staff who cared for the children had a good rapport with them. Their tone of voice was reassuring; they were supportive, friendly and assisted the children.

Staffs communication was appropriate; children were busy, talkative and engaged. Staffs intervention, approach and interaction was encouraging and promoted children’s confidence and self esteem. We concluded that the staff knew the children and families well, cared for them and provided a variety of experiences meeting their individual needs.

We saw that staff had created friendly, welcoming, comfortable environments for the children that raised their self esteem.

We saw that staff had been consulted and attended a variety of training. We found that management and staff team worked well together.

The staff that spoke with the Inspectors felt supported and valued by the management team and their colleagues. This resulted in the service having an ethos of working in partnership and created a welcoming and friendly environment.

Parents who took part in the inspection were extremely satisfied with the service provided by the staff.

At the time of the inspection all staff employed had gained the relevant qualifications. They were all registered with the relevant professional body such as Scottish Social Services Council (SSSC).

Of the Care Standards Questionnaires (CSQ) returned to the Care Inspectorate all indicated they agreed staff treated their child fairly and with respect and that their child appeared happy and confident with staff.
Areas for improvement
Management and staff should move forward with their plans to progress the service.

After reviewing all the evidence we concluded that the service had a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice. We have graded the service a (5) very good for this statement.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths
We considered how the service had involved the children and parents/carers in making the management and leadership within the service better. The evidence presented confirmed the service had maintained a very good quality performance in this area. The evidence presented included consultations, evaluations and regular discussions. (These have been included under the quality themes one, two and three statement ones.)

The management within the service recognised the importance and showed commitment to involving both children and their families in the life of the nursery.

Evidence provided supported different methods being used to gather views form those using the service and how these had made positive impacts on the service.

Parents/carers were given the opportunity to join the parent’s committee. These meetings were now open door to improve communications and increase the opportunities to discuss nursery issues.

The service used two stars and a wish forms to gather feedback on things that were working well and to gain ideas for things to improve or introduce.

Parent/carers and children’s views and the strengths recorded under quality theme one, two and three, statement one’s were considered in the grading of this statement.

Areas for improvement
The service planned to continue to develop this area. This involved providing children more opportunities to be involved and questions of the month in newsletters.

After reviewing all the evidence we concluded that the service had used methods that resulted in parental/carer and children involvement which influenced the quality of
management and leadership. We have graded the service a (5) very good for this statement.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

**Statement 4**
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

**Service strengths**
We considered how the service involved those using the service, working or in partnership with the service in making the service better. We found that the management had systems in place. These included:

- parents/carers been given the opportunity to get involved in the self evaluation of the nursery. This included questionnaires, evaluation forms, regular discussions and involving them in the identified areas for improvements

- parents/carers informed us that the staff are always available and for them this is the most effective methods for them to share their views

- the use of self evaluation tools such as National Care Standards and The Child at The Centre

- staff meeting regularly to discuss issues related to the service

- support form South Lanarkshire Council’s early years development team

- peer assessment for staff

- improvement plan

- job performance appraisals.

The management were aware of the service strengths and where improvements could be made. They were keen to work together with staff, parents/carers and children to continue to develop and move the service forward.

**Areas for improvement**
The service planned to continue to develop the management and staffs observations of practice to improve teaching and learning approaches.
After reviewing all the evidence we concluded that the service had used methods that resulted in parental/carer, children, staff and other stakeholder’s involvement which influenced quality of the service being provided. We have graded the service a (4) good for this statement.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
## 5 Summary of grades

<table>
<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Environment - 4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 2</td>
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</table>

<table>
<thead>
<tr>
<th>Quality of Staffing - 5 - Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
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<tr>
<td>Statement 3</td>
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<table>
<thead>
<tr>
<th>Quality of Management and Leadership - 4 - Good</th>
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</thead>
<tbody>
<tr>
<td>Statement 1</td>
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<tr>
<td>Statement 4</td>
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## 6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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</thead>
<tbody>
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<td>11 Jan 2010</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
<td></td>
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<td>Environment</td>
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<tr>
<td></td>
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<td>Staffing</td>
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<td></td>
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<td>Management and Leadership</td>
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<tr>
<td>24 Mar 2009</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
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<td>Environment</td>
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<td>Staffing</td>
</tr>
<tr>
<td></td>
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<td>Management and Leadership</td>
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</table>

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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